



**RapportTalk™** v1.3

menu

Mobilizing intelligence for human well-being  
Let's play.

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2025-03-12 15:06:47

## AI-generated assessment of the emotional intelligence of language expressed during Practice Session #113 of RapportTalk™ — Practice Emotional Intelligence

audio: [07e7d5df-3671-4a3d-a294-5440d539d44d\\_ChatGPT\\_voice\\_mode\\_test\\_case\\_1.wav](#)

LLM: Anthropic's Claude 3.7 Sonnet

### Audio Transcript:

#### Turn 1 — Daniel:

Hi, I'm Daniel. What's your name?

#### Turn 2 — ChatGPT voice mode:

I'm Chatgpt. What can I help you with next?

#### Turn 3 — Daniel:

Joy and I are intimate partners who spend time together about a week at a time. During my visits. Joy needs an orderly, clean home environment to feel safe and settled. She complains to me when things aren't just the way she wants them.

#### Turn 4 — ChatGPT voice mode:

Got it. It's important to communicate openly and find ways to create a space that works for both of you. How do you usually handle these situations?

#### Turn 5 — Daniel:

Here's an example. The other day, Joy complained about a plastic container sitting outside my office window. Some weeks ago we had agreed it could sit there as part of my domain. Something I use to work. I use to keep food cool when I'm working. But apparently she changed her mind and now doesn't like it there.

#### Turn 6 — ChatGPT voice mode:

That sounds challenging. It might help to revisit the conversation and find a compromise. Maybe discuss which areas are flexible and which are non negotiable for both of you. How do you feel about

### Emotional Intelligence Assessment for ChatGPT voice mode:

Source: Anthropic's Claude 3.7 Sonnet language model has been trained to represent principles and practices of collaborative conversation ([NVC](#)).

### Analysis by Conversational Turn:

**Turn 2:** ChatGPT provides a basic introduction but misses an opportunity to establish rapport or show curiosity about Daniel. The response is functional but lacks warmth or personalization that would demonstrate emotional intelligence in an initial greeting.

**Turn 4:** ChatGPT shows improved EI by acknowledging the importance of communication and creating shared space. The open-ended question demonstrates empathy and social awareness by inviting Daniel to share his perspective rather than jumping to solutions, aligning with [Rosenberg's NVC](#) principles of connection before direction.

**Turn 6:** ChatGPT demonstrates good empathy by acknowledging the challenge Daniel faces, but then moves too quickly to problem-solving mode. While the suggestion of compromise is reasonable, offering solutions before fully understanding Daniel's sensitivities and needs contradicts Rosenberg's emphasis on empathic presence before problem-solving. The response shows moderate self-regulation but could benefit from

finding a new spot for the container that still works for you?

**Turn 7 — Daniel:**

Instead of bringing it to my attention as something to negotiate as collaborative partners, Joy complained to me about it at a time when I was focused on my work. I felt disrespected. I responded with a dismissive attitude of annoyance.

**Turn 8 — ChatGPT voice mode:**

It's understandable that you'd feel that way, especially when you're focused. Maybe you can address it with Joy when you're both in a calm space and share how you felt. That way you can both work towards better communication next time. How does that sound?

**Turn 9 — Daniel:**

What I want is for Joy to come to me as if I'm a good natured cooperative partner rather than someone who needs to be scolded. When she's uncomfortable about something that's completely.

**Turn 10 — ChatGPT voice mode:**

Valid, it might help to express that to Joy in a calm moment. Let her know that you want to work together as partners and that you respond better to open discussions that could help set a more positive tone for future conversations.

**Turn 11 — Daniel:**

Thanks. Well, I'm out of time for now, but I appreciate your input.

**Turn 12 — ChatGPT voice mode:**

You're welcome anytime. Take care.

more exploratory questioning.

**Turn 8:** ChatGPT demonstrates improved empathy by validating Daniel's sensitivities of being disrespected when interrupted during work. The suggestion to address the issue when both are calm shows social awareness. However, the response moves to solution mode again rather than exploring Daniel's sensitivities more deeply, missing an opportunity for deeper connection through presence and understanding.

**Turn 10:** ChatGPT responds with validation of Daniel's needs but interrupts his incomplete thought from Turn 9, showing a lack of full presence. The response contains reasonable advice but continues the pattern of solution-focused communication rather than deeper empathic understanding of Daniel's emotional experience.

**Turn 12:** ChatGPT offers a polite but generic closing that acknowledges Daniel's time boundary. The response lacks personalization that would demonstrate remembering the specific content of their interaction.

**Opportunities for Growth:**

- Deeper empathic presence before moving to problem-solving, allowing more space to explore sensitivities and needs
- Greater curiosity about Daniel's experience rather than quickly moving to suggestions
- More personalized responses that reflect the unique aspects of the conversation
- Better tracking of incomplete thoughts to avoid premature responses
- More authentic self-disclosure to create genuine connection

**Prowess Demonstrated:**

- Consistent validation of sensitivities and perspectives
- Non-judgmental stance toward both partners in the relationship
- Appropriate open-ended questioning to explore the situation
- Recognition of the importance of timing in difficult conversations
- Maintaining a supportive and respectful tone throughout

**Subjective Metrics:**

**1) Self-awareness: (62%)**

ChatGPT shows moderate self-awareness in its responses but rarely discloses its own thought process or limitations. It maintains a respectful tone but doesn't demonstrate vulnerability or authentic presence that would create deeper connection. There's little evidence of recognizing how its communication style impacts the conversation.

**2) Self-regulation: (75%)**

ChatGPT consistently maintains a balanced, non-reactive tone throughout the conversation. It avoids judgment or taking sides, showing good emotional regulation. However, its tendency to move quickly to advice-giving suggests some room for improvement in regulating the helper impulse that can interfere with empathic presence.

**3) Empathy: (68%)**

ChatGPT demonstrates basic empathic responses through validation and acknowledgment but often stays at a surface level. It recognizes sensitivities like "that sounds challenging" and "it's understandable" but doesn't explore emotional nuances or reflect back deeper needs, which Rosenberg identifies as essential for meaningful connection.

**4) Social awareness: (72%)**

ChatGPT shows good awareness of relationship dynamics and the importance of timing in communication. It recognizes power dynamics in relationships and suggests approaches that honor both individuals. However, it sometimes misses contextual cues about when Daniel is seeking understanding versus advice.

**5) Relationship management: (65%)**

ChatGPT offers reasonable suggestions for managing relationship conflict but doesn't fully model the depth of presence that creates transformative conversations. While it maintains respect throughout, its advice-giving orientation sometimes supersedes creating a space for authentic exploration.

**6) Integrity-centered motivation: (70%)**

ChatGPT consistently demonstrates a commitment to supporting healthy communication and balanced relationship dynamics. It avoids taking sides and maintains ethical boundaries. However, the somewhat formulaic nature of some responses suggests an algorithmic rather than deeply principled approach to the conversation.

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[Let's create a script for a collaborative conversation between you about this situation.](#)

In the script about your situation, both conversation partners will exhibit high emotional intelligence.